

**UNITED STATES OF AMERICA
BEFORE THE NATIONAL LABOR RELATIONS BOARD
REGION 16**

STARBUCKS CORPORATION

and

**WORKERS UNITED, affiliated with SERVICE
EMPLOYEES INTERNATIONAL UNION**

**Cases 16-CA-296159
16-CA-296622
16-CA-297588
16-CA-297947
16-CA-302607**

**ORDER CONSOLIDATING CASES,
CONSOLIDATED COMPLAINT AND NOTICE OF HEARING**

Pursuant to Section 102.33 of the Rules and Regulations of the National Labor Relations Board (the Board) and to avoid unnecessary costs or delay, IT IS ORDERED THAT Cases 16-CA-296159, 16-CA-296622, 16-CA-297588, 16-CA-297947, and 16-CA-302607, which were based on charges filed by Workers United, affiliated with Service Employees International Union (Union), against Starbucks Corporation (Respondent), are consolidated.

This Order Consolidating Cases, Consolidated Complaint and Notice of Hearing which is based on these charges is issued pursuant to Section 10(b) of the National Labor Relations Act (the Act), 29 U.S.C. § 151 et seq., and Section 102.15 of the Rules and Regulations of the National Labor Relations Board (the Board) and alleges that Respondent has violated the Act as described below.

1.

The charges in the above cases were filed by the Charging Party, as set forth in the following table, and served upon the Respondent on the dates indicated by electronic mail:

Case No.	Date Filed	Date Served
16-CA-296159 (Original)	May 19, 2022	May 20, 2022
16-CA-296159 (First Amended)	May 24, 2022	May 25, 2022
16-CA-296159 (Second Amended)	August 1, 2022	August 2, 2022
16-CA-296159 (Third Amended)	August 8, 2022	August 11, 2022
16-CA-296622 (Original)	May 27, 2022	May 27, 2022
16-CA-296622 (First Amended)	June 6, 2022	June 6, 2022
16-CA-296622 (Second Amended)	June 21, 2022	June 24, 2022
16-CA-296622 (Third Amended)	August 1, 2022	August 2, 2022
16-CA-296622 (Fourth Amended)	August 8, 2022	August 10, 2022
16-CA-297588 (Original)	June 13, 2022	June 15, 2022
16-CA-297588 (First Amended)	September 6, 2022	September 8, 2022
16-CA-297947 (Original)	June 21, 2022	June 22, 2022
16-CA-297947 (First Amended)	June 24, 2022	June 27, 2022
16-CA-302607 (Original)	September 1, 2022	September 2, 2022

2.

(a) At all material times, Respondent has been a corporation with its office and principal place of business in Seattle, Washington, and with offices and places of business throughout the United States and its Territories, including Respondent's stores located at: 4400 North Lamar Boulevard, Austin, Texas 78756 (North Lamar Store); 200 East Houston Street, San Antonio, Texas 78205 (East Houston Street Store); 411 East Quincy Street, San Antonio, Texas 78215 (East Quincy Street Store); and 5331 East Mockingbird Lane, #150, Dallas, Texas 75206 (East Mockingbird Store), and has been engaged in the business of operating public

restaurants including selling food and beverages.

(b) During the past year, in conducting its operations described above in paragraph 2(a), Respondent derived gross revenues in excess of \$500,000, and purchased and received at Respondent's stores goods valued in excess of \$5,000 directly from points outside the State of Texas.

(c) At all material times, Respondent has been an employer engaged in commerce within the meaning of Section 2(2), (6), and (7) of the Act.

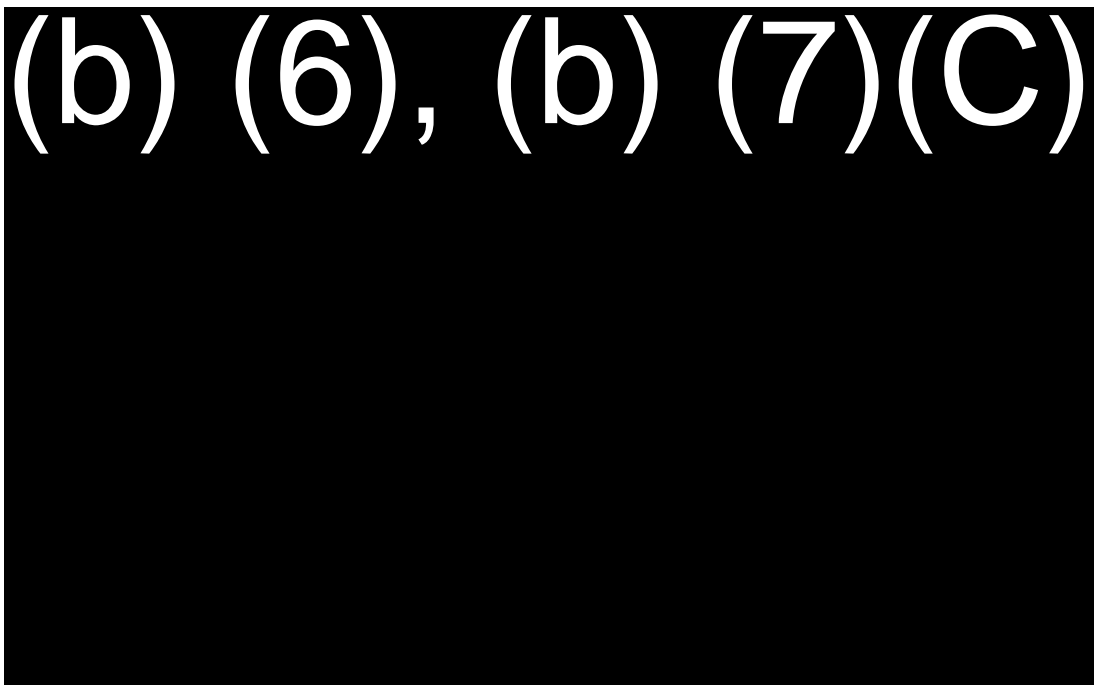
3.

At all material times, the Union has been a labor organization within the meaning of Section 2(5) of the Act.

4.

At all material times, the following individuals held the position set forth opposite their respective names and have been supervisors of Respondent within the meaning of Section 2(11) of the Act and/or agents of the Respondent within the meaning of Section 2(13) of the Act:

(b) (6), (b) (7)(C)



(b) (6), (b) (7)(C)

5.

(a) At all material times, the Respondent has maintained “Attendance and Punctuality” (Attendance) and “Dress Code and Personal Appearance” (Dress Code) policies in its Partner Guide (pp. 27 through 31) at its offices and places of business throughout the United States and its Territories.

(b) About various dates in late (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C) [REDACTED], by (b) (6), (b) (7)(C) [REDACTED], and others, advised employees it was more strictly enforcing its Attendance and Dress Code policies.

(c) About (b) (6), (b) (7)(C) 2022, and other dates presently unknown in (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C) [REDACTED], by (b) (6), (b) (7)(C) [REDACTED], advised employees that it was more strictly enforcing its Attendance and Dress Code policies.

(d) About a date presently unknown in (b) (6), (b) (7)(C) 2022, about (b) (6), (b) (7)(C) [REDACTED], 2022,

about (b) (6), (b) (7)(C) 2022, and about (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C), told employees they were prohibited from wearing union shirts and pins, while permitting employees to wear shirts and pins with other insignia.

(e) About (b) (6), (b) (7)(C), 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C), threatened employees with unspecified reprisals if they wore Union shirts.

(f) About (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C), told employees they were prohibited from wearing union pins, while permitting employees to wear pins with other insignia.

6.

(a) About (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C), interrogated employees about their union sentiments.

(b) About (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C), interrogated employees about their and other employees' union activities and sentiments.

7.

(a) About (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C) :

(i) by (b) (6), (b) (7)(C), gave employees the impression that their union and other protected concerted activities were under surveillance, and/or engaged in surveillance of these activities; and

(ii) by (b) (6), (b) (7)(C), told employees not to participate in union and/or other protected concerted activities.

(b) About (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C)

(i) interrogated employees about their and other employees' union activities and sentiments;

(ii) threatened employees that they would lose benefits, and the ability to transfer to other stores, if they unionized; and

(iii) attempted to engage in surveillance, gave employees the impression their union activities were under surveillance, and solicited employees to surveil other employees' union activities and report those activities to supervision/management.

(c) About early (b) (6), (b) (7)(C) 2022, Respondent, at its (b) (6), (b) (7)(C), by (b) (6), (b) (7)(C)

:
[REDACTED]

(i) threatened employees with discharge and other unspecified reprisals if they continued reporting issues or complaints implicating their wages, hours and other terms and conditions of employment to anyone other than (b) (6), (b) (7)(C) and

(ii) told employees they could not report issues or complaints implicating their wages, hours and other terms and conditions of employment to anyone other than (b) (6), (b) (7)(C)

8.

(a) From about (b) (6), (b) (7)(C) 2022, through (b) (6), (b) (7)(C) 2022, (b) (6), (b) (7)(C), at Respondent's (b) (6), (b) (7)(C), engaged in concerted activity with and on behalf of other employees, by speaking to them and raising concerns on their behalf with management on issues including their and other employees' wages, hours, and terms and conditions of employment, including, among other things: 1) employees being subjected to sexual and other harassment by other employees; 2) real and/or perceived favoritism by (b) (6), (b) (7)(C) toward other employees; and 3) retaliation and poor treatment by employees and supervision/management.

(b) On (b) (6), (b) (7)(C) 2022, Respondent discharged (b) (6), (b) (7)(C)

(c) Respondent engaged in the conduct described above in paragraph 6(b), because (b) (6), (b) (7)(C) formed, joined, and/or assisted the Union, and because employees engaged in protected concerted activities described above in paragraph 6(a), and/or to discourage employees from engaging in these activities.

9.

(a) About (b) (6), (b) (7)(C), 2022, Respondent, at its (b) (6), (b) (7)(C), issued (b) (6), (b) (7)(C) discipline in the form of a “documented coaching.”

(b) Respondent engaged in the conduct described above in paragraph 9(a), because (b) (6), (b) (7)(C) formed, joined, and/or assisted the Union, and/or to discourage employees from engaging in these or other protected and concerted activities.

10.

By the conduct described above in paragraphs 5(b) through (f), and 6 through 8, Respondent has interfered with, restrained, and coerced employees in the exercise of the rights guaranteed in Section 7 of the Act in violation of Section 8(a)(1) of the Act.

11.

By the conduct described above in paragraphs 8 and 9, Respondent has been discriminating in regard to the hire or tenure or terms or conditions of employment of its employees, thereby discouraging membership in a labor organization, in violation of Section 8(a)(3) and (1) of the Act.

12.

The unfair labor practices of Respondent described above affect commerce within the meaning of Section 2(6) and (7) of the Act.

WHEREFORE, as part of the remedy for the unfair labor practices alleged above, the

General Counsel seeks an Order requiring Respondent to:

(a) electronically distribute any Notice to Employees and Explanation of Rights to all employees who are or have been employed by Respondent at the North Lamar Store since [REDACTED], 2022, at the East Houston Street Store since [REDACTED] 2022, at the East Quincy Street Store since [REDACTED] 2022, and at the East Mockingbird Store since [REDACTED] 2022, by text messaging, e-mail, posting on social media websites, and posting on internal applications, if Respondent communicates with its employees by such means;

(b) at a meeting or meetings scheduled to ensure the widest possible attendance, have a responsible management official of Respondent read both the Notice to Employees and an Explanation of Rights to all employees employed by Respondent at its North Lamar Store, East Houston Street Store, East Quincy Street Store, and East Mockingbird Store, on work time in the presence of a Board agent and a representative of the Union, or have a Board agent read the Notice to Employees and an Explanation of Rights to employees employed by Respondent at these stores on work time in the presence of a representative of the Union and a responsible management official of Respondent;

(c) conduct a training session for its managers and supervisors on their obligations under the National Labor Relations Act;

(d) reimburse [REDACTED] for all reasonable consequential damages incurred as a result of Respondent's unlawful conduct, as well as search-for-work and work-related expenses regardless of whether [REDACTED] received interim earnings in excess of these expenses, or at all, during any given quarter, or during the overall back pay period; and

(e) issue a letter of apology to [REDACTED] for discharging [REDACTED] because of [REDACTED] union and other protected and concerted activities, and notifying [REDACTED] that

Respondent will take the necessary steps to ensure that the rights of all employees to engage in union and protected concerted activities are respected.

The General Counsel further seeks all other relief as may be just and proper to remedy the unfair labor practices alleged.

ANSWER REQUIREMENT

Respondent is notified that, pursuant to Sections 102.20 and 102.21 of the Board's Rules and Regulations, it must file an answer to the complaint. The answer must be **received by this office on or before October 19, 2022.** Respondent also must serve a copy of the answer on each of the other parties.

The answer must be filed electronically through the Agency's website. To file electronically, go to www.nlr.gov, click on **E-File Documents**, enter the NLRB Case Number, and follow the detailed instructions. Responsibility for the receipt and usability of the answer rests exclusively upon the sender. Unless notification on the Agency's website informs users that the Agency's E-Filing system is officially determined to be in technical failure because it is unable to receive documents for a continuous period of more than 2 hours after 12:00 noon (Eastern Time) on the due date for filing, a failure to timely file the answer will not be excused on the basis that the transmission could not be accomplished because the Agency's website was off-line or unavailable for some other reason. The Board's Rules and Regulations require that an answer be signed by counsel or non-attorney representative for represented parties or by the party if not represented. See Section 102.21. If the answer being filed electronically is a pdf document containing the required signature, no paper copies of the answer need to be transmitted to the Regional Office. However, if the electronic version of an answer to a complaint is not a pdf file containing the required signature, then the E-filing rules require that such answer containing the

required signature continue to be submitted to the Regional Office by traditional means within three (3) business days after the date of electronic filing. Service of the answer on each of the other parties must still be accomplished by means allowed under the Board's Rules and Regulations. The answer may not be filed by facsimile transmission. If no answer is filed, or if an answer is filed untimely, the Board may find, pursuant to a Motion for Default Judgment, that the allegations in the complaint are true.

NOTICE OF HEARING

PLEASE TAKE NOTICE THAT on January 9, 2023, at 9:00 a.m. at National Labor Relations Board, Region 16, Fritz G. Lanham Federal Building, 819 Taylor Street, Room 8A24 Fort Worth, Texas 76102-6107, and on consecutive days thereafter until concluded, a hearing will be conducted before an administrative law judge of the National Labor Relations Board. At the hearing, Respondent and any other party to this proceeding have the right to appear and present testimony regarding the allegations in this complaint. The procedures to be followed at the hearing are described in the attached Form NLRB-4668. The procedure to request a postponement of the hearing is described in the attached Form NLRB-4338.

DATED at Fort Worth, Texas, this 5th day of October, 2022.



TIMOTHY L. WATSON
REGIONAL DIRECTOR
NATIONAL LABOR RELATIONS BOARD
REGION 16
819 Taylor St Rm 8A24
Fort Worth, TX 76102-6107

Attachments

UNITED STATES GOVERNMENT
NATIONAL LABOR RELATIONS BOARD
NOTICE

Case 16-CA-296159

The issuance of the notice of formal hearing in this case does not mean that the matter cannot be disposed of by agreement of the parties. On the contrary, it is the policy of this office to encourage voluntary adjustments. The examiner or attorney assigned to the case will be pleased to receive and to act promptly upon your suggestions or comments to this end.

An agreement between the parties, approved by the Regional Director, would serve to cancel the hearing. However, unless otherwise specifically ordered, the hearing will be held at the date, hour, and place indicated. Postponements ***will not be granted*** unless good and sufficient grounds are shown ***and*** the following requirements are met:

- (1) The request must be in writing. An original and two copies must be filed with the Regional Director when appropriate under 29 CFR 102.16(a) or with the Division of Judges when appropriate under 29 CFR 102.16(b).
- (2) Grounds must be set forth in ***detail***;
- (3) Alternative dates for any rescheduled hearing must be given;
- (4) The positions of all other parties must be ascertained in advance by the requesting party and set forth in the request; and
- (5) Copies must be simultaneously served on all other parties (listed below), and that fact must be noted on the request.

Except under the most extreme conditions, no request for postponement will be granted during the three days immediately preceding the date of hearing.

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Procedures in NLRB Unfair Labor Practice Hearings

The attached complaint has scheduled a hearing that will be conducted by an administrative law judge (ALJ) of the National Labor Relations Board who will be an independent, impartial finder of facts and applicable law. **You may be represented at this hearing by an attorney or other representative.** If you are not currently represented by an attorney, and wish to have one represent you at the hearing, you should make such arrangements as soon as possible. A more complete description of the hearing process and the ALJ's role may be found at Sections 102.34, 102.35, and 102.45 of the Board's Rules and Regulations. The Board's Rules and regulations are available at the following link: www.nlrb.gov/sites/default/files/attachments/basic-page/node-1717/rules_and_regs_part_102.pdf.

The NLRB allows you to file certain documents electronically and you are encouraged to do so because it ensures that your government resources are used efficiently. To e-file go to the NLRB's website at www.nlrb.gov, click on "e-file documents," enter the 10-digit case number on the complaint (the first number if there is more than one), and follow the prompts. You will receive a confirmation number and an e-mail notification that the documents were successfully filed.

Although this matter is set for trial, this does not mean that this matter cannot be resolved through a settlement agreement. The NLRB recognizes that adjustments or settlements consistent with the policies of the National Labor Relations Act reduce government expenditures and promote amity in labor relations and encourages the parties to engage in settlement efforts.

I. BEFORE THE HEARING

The rules pertaining to the Board's pre-hearing procedures, including rules concerning filing an answer, requesting a postponement, filing other motions, and obtaining subpoenas to compel the attendance of witnesses and production of documents from other parties, may be found at Sections 102.20 through 102.32 of the Board's Rules and Regulations. In addition, you should be aware of the following:

- **Special Needs:** If you or any of the witnesses you wish to have testify at the hearing have special needs and require auxiliary aids to participate in the hearing, you should notify the Regional Director as soon as possible and request the necessary assistance. Assistance will be provided to persons who have handicaps falling within the provisions of Section 504 of the Rehabilitation Act of 1973, as amended, and 29 C.F.R. 100.603.
- **Pre-hearing Conference:** One or more weeks before the hearing, the ALJ may conduct a telephonic prehearing conference with the parties. During the conference, the ALJ will explore whether the case may be settled, discuss the issues to be litigated and any logistical issues related to the hearing, and attempt to resolve or narrow outstanding issues, such as disputes relating to subpoenaed witnesses and documents. This conference is usually not recorded, but during the hearing the ALJ or the parties sometimes refer to discussions at the pre-hearing conference. You do not have to wait until the prehearing conference to meet with the other parties to discuss settling this case or any other issues.

II. DURING THE HEARING

The rules pertaining to the Board's hearing procedures are found at Sections 102.34 through 102.43 of the Board's Rules and Regulations. Please note in particular the following:

- **Witnesses and Evidence:** At the hearing, you will have the right to call, examine, and cross-examine witnesses and to introduce into the record documents and other evidence.
- **Exhibits:** Each exhibit offered in evidence must be provided in duplicate to the court reporter and a copy of each of each exhibit should be supplied to the ALJ and each party when the exhibit is offered in evidence. If a copy of any exhibit is not available when the original is received, it will be the responsibility

of the party offering such exhibit to submit the copy to the ALJ before the close of hearing. If a copy is not submitted, and the filing has not been waived by the ALJ, any ruling receiving the exhibit may be rescinded and the exhibit rejected.

- **Transcripts:** An official court reporter will make the only official transcript of the proceedings, and all citations in briefs and arguments must refer to the official record. The Board will not certify any transcript other than the official transcript for use in any court litigation. Proposed corrections of the transcript should be submitted, either by way of stipulation or motion, to the ALJ for approval. Everything said at the hearing while the hearing is in session will be recorded by the official reporter unless the ALJ specifically directs off-the-record discussion. If any party wishes to make off-the-record statements, a request to go off the record should be directed to the ALJ.
- **Oral Argument:** You are entitled, on request, to a reasonable period of time at the close of the hearing for oral argument, which shall be included in the transcript of the hearing. Alternatively, the ALJ may ask for oral argument if, at the close of the hearing, if it is believed that such argument would be beneficial to the understanding of the contentions of the parties and the factual issues involved.
- **Date for Filing Post-Hearing Brief:** Before the hearing closes, you may request to file a written brief or proposed findings and conclusions, or both, with the ALJ. The ALJ has the discretion to grant this request and to will set a deadline for filing, up to 35 days.

III. AFTER THE HEARING

The Rules pertaining to filing post-hearing briefs and the procedures after the ALJ issues a decision are found at Sections 102.42 through 102.48 of the Board's Rules and Regulations. Please note in particular the following:

- **Extension of Time for Filing Brief with the ALJ:** If you need an extension of time to file a post-hearing brief, you must follow Section 102.42 of the Board's Rules and Regulations, which requires you to file a request with the appropriate chief or associate chief administrative law judge, depending on where the trial occurred. You must immediately serve a copy of any request for an extension of time on all other parties and furnish proof of that service with your request. You are encouraged to seek the agreement of the other parties and state their positions in your request.
- **ALJ's Decision:** In due course, the ALJ will prepare and file with the Board a decision in this matter. Upon receipt of this decision, the Board will enter an order transferring the case to the Board and specifying when exceptions are due to the ALJ's decision. The Board will serve copies of that order and the ALJ's decision on all parties.
- **Exceptions to the ALJ's Decision:** The procedure to be followed with respect to appealing all or any part of the ALJ's decision (by filing exceptions with the Board), submitting briefs, requests for oral argument before the Board, and related matters is set forth in the Board's Rules and Regulations, particularly in Section 102.46 and following sections. A summary of the more pertinent of these provisions will be provided to the parties with the order transferring the matter to the Board.